

# Springdale Fire Department

## Policy & Procedures Manual

### Volume 1 – Administration

### Section 103 – Security

### 103.6 – Disseminating Personal Information

SFD personnel's telephone numbers shall not be provided to anyone except other SFD personnel.

Personnel receiving a request for SFD personnel's phone numbers shall:

- Advise the requester that department policy forbids providing personal information
- Offer to deliver a message, obtain the caller's name, telephone number, and a brief message (if requested)
- Contact the personnel by calling their home, cell phone, or by "blind call"

When personnel are absent from duty, advise the requester that the personnel is not on-duty, and take a message (as stated above).

Information regarding the medical or physical condition of current or former personnel, shall not be divulged to anyone. Social Security Numbers and other personal information about SFD personnel shall not be given out. Requests for information of these types are to be directed to the Fire Chief, Assistant Fire Chief, or the Division Chief of Operations.

Confirmation of employment history and job reference requests shall be referred to the City of Springdale Human Resources Manager.